

DEPARTMENT OF  
EMPLOYMENT SERVICES  
**TALENT FORWARD DC:  
ANNUAL ECONOMIC AND  
WORKFORCE REPORT**  
FISCAL YEAR 2020

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# TABLE OF CONTENTS

<b>I- Letter from the Director</b> .....	<b>2</b>
<b>II- Highlights</b> .....	<b>3</b>
<b>III- State of the District’s Workforce</b> .....	<b>8</b>
Workforce Development Overall Outcomes.....	9
<b>IV- Economic Supply and Demand in the District</b> .....	<b>15</b>
Employment Data.....	16
Labor Market Demand in the District.....	22
Labor Market Supply in the District.....	23
WIOA Performance Outcomes.....	25
<b>IV- Looking Forward</b> .....	<b>26</b>
<b>V- DOES PROGRAMS AND SUCCESS STORIES</b> .....	<b>28</b>
Program Descriptions .....	29
Success Stories .....	36

# LETTER FROM THE DIRECTOR



In the midst of a global pandemic, the District of Columbia Department of Employment Services (DOES) continues to rise to the challenge of meeting the needs of residents, workers and businesses, exemplifying Mayor Muriel Bowser’s DC Values by providing a fair shot at economic stability. In fiscal year (FY) 2020, with innovation as our guide and our role as economic first responders propelling us forward, the District’s labor agency made great strides and further established the District as a trailblazer in workforce development strategies. From providing hundreds of millions in financial support to meet the unprecedented demand for unemployment benefits, achieving the District’s #Fightfor15 minimum wage, connecting residents to in-demand careers through the DC Infrastructure Academy, and launching the Paid Family Leave benefits program to administering the first virtual Mayor Marion S. Barry Summer Youth Employment Program – DOES remains committed to our *Vision Forward* goals of continuing service delivery improvements, enhancing career pathways that align education and workforce, expanding our approach to assessing human capital, and implementing an integrative data and system-infrastructure strategy that meets the workforce needs of District residents and businesses.

FY 2020 saw the rapid change in the District’s economic landscape due to the COVID-19 pandemic. The public health emergency placed a heavy burden

on individuals, families, and the business community and made the need for dependable government service delivery most critical. At DOES, our Office of Unemployment Compensation has been most impacted by the demands of the economic shift. This year, we saw an increase of 372% in unemployment claims received compared to a typical year and our Office of Customer Experience received over 526,000 calls. The agency continues to adopt the latest policies to ensure our community has immediate access to federal and state-level support, as we work to put District residents and businesses back on track. We know that stability is not achieved through unemployment insurance and benefit programs alone; our agency has a plethora of programs committed to connecting District talent to businesses and providing the support and resources for them to thrive.

Our annual report is designed to highlight the efforts and accomplishments of the agency in FY 2020. As the DC’s labor administrator, and with our valued partners and stakeholders, I am proud to lead a resilient, focused and committed agency in the building of a robust and reliable system that meets District needs now and for the future.

Dr. Unique Morris-Hughes  
Director

# MISSION

Our mission is to connect District residents, job seekers, and employers to opportunities and resources that empower fair, safe, and effective working communities.



# VISION

We provide comprehensive employment services to ensure a competitive workforce, full employment, life-long learning, economic stability and the highest quality of life for all.

WHOLE FOODS MARKET

SNOW  
EMERGENCY  
ROUTE  
NO PARKING  
DURING  
EMERGENCY  
TOW AWAY

# WE BELIEVE...

# CAVA

- It is our role to serve all residents of the District from all economic, social, and cultural backgrounds.
- We are responsible for providing excellent service to all of our customers and partners.
- We are the partner of choice for all DC employers to find skilled and talented employees in the District.
- We must increase equitable opportunities for all DC residents so they may secure jobs that provide livable wages and the opportunity for economic advancement.
- We must provide training that is responsive to the needs of employees and innovative to meet the needs of employers in our growing city.
- The key to our success is to leverage cutting edge technology to support residents seeking meaningful employment.



# GOALS

1. Promote the District's Human Capital
2. Align Workforce with Education
3. Create Equity and Access
4. Achieve Excellence in Service Delivery
5. Operate Smart and Effective Systems
6. Provide Best-in-Class Customer Service

202B

Bluebird

**STATE OF  
THE  
DISTRICT'S  
WORKFORCE**



## Workforce Development Overall Outcomes

**Employment** - Describes when an individual or participant is working in a paid, unsubsidized job, therefore has wages reported during the fiscal year.

**Participant** - For the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Title I Dislocated Worker, Title I Youth, and Title III programs, a participant is a reportable individual who has received services, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

**Exit** - Occurs when a participant, enrolled in multiple partner programs, has not received services from any Department of Labor and locally administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.

**Services** - Defined as all services or training received by participants such as career counseling, One-Stop resources room utilization, Individual Training Account (ITA) training, job readiness workshops, Reemployment Services and Eligibility Assessment (RESEA) workshop, etc.

**Average Quarterly Wages**- The average quarterly wage earned by employed customers that have exited DOES programs during the fiscal year.

**Table 1: Outcomes of Workforce Development Services Provided**

Outcomes	FY2018	FY2019	FY2020
Total People Served	29,435	28,087	21,136
Total Services Provided	111,789	100,938	63,098
Average Individual Services Provided	4	4	3
Employed	14,520	12,646	9,213
Average Quarterly Wages	\$6,486	\$8,465	\$6,516
Total Wages	\$223,075,441	\$228,066,280	\$148,839,552
Employment Rate	49%	45%	44%
<b>Average DC Unemployment Rate</b>	<b>5.8%</b>	<b>5.6%</b>	<b>7.3%</b>

Source: DOES; Office of Labor Market Research and Performance

- More than 275,000 services were provided to workforce development (federal and local) participants and/or stakeholders in the last three fiscal years.
- On average, more than 26,000 individual participants were served during the last three fiscal years with an average of more than three (3.5) different types of services provided to each of them.
- The total number of people served decreased by 25% from Fiscal Year 2019 to 2020.
- The unemployment rate in the District has increased due to the coronavirus pandemic.
- Overall, DOES customers have earned almost \$600M in wages during the last three fiscal years.

**Total expenditures** - Defined as total expenditures for workforce development programs such as Federal Workforce Bureau programs, Division of States Initiative programs by fiscal year.

**Cost per services** - Defined as the ratio of total expenditures by the total services provided by fiscal year.

**Cost per individual served** – Defined as the ratio of total expenditures by the total unique individuals served by fiscal year.

**Table 2: Total Expenditures and Cost Per Service**

Expenditure Category	FY2018	FY2019	FY2020
Total expenditures for Workforce Development Programs	\$72,361,000	\$74,523,000	\$59,047,000
Cost Per Services	\$647	\$738	\$936
Cost Per Individual Served	\$2,458	\$2,653	\$2794

Source: DOES; Office of Labor Market Research and Performance

- Total expenditures for workforce development programs decreased by **21%** from FY2019 to FY2020.
- The average cost of services provided has increased by **45%** from FY2018 to FY2020, whereas the average cost per individual served has increased by **14%** from FY2018 to FY2020.

## Outcomes Distribution by Demographics for FY2019 Participants

**Table 3: Employment and Wages for People Served by Ward**

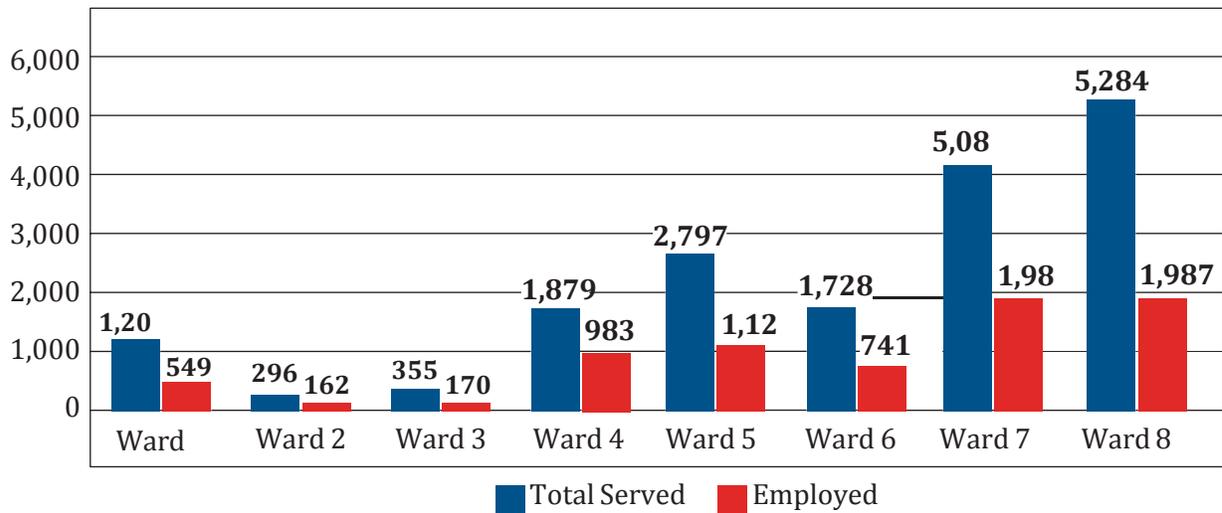
Ward	People Served		Total Wages Earned (Calendar Year)			
	Total	Employed	2019Q4	2020Q1	2020Q2	2020Q3
Ward 1	1,207	549	\$2,882,169	\$2,627,380	\$1,868,984	\$2,085,510
Ward 2	296	162	\$1,267,599	\$1,020,808	\$522,476	\$515,384
Ward 3	355	170	\$1,343,036	\$917,877	\$636,184	\$792,487
Ward 4	1,879	724	\$3,275,051	\$2,819,775	\$2,097,513	\$2,596,899
Ward 5	2,797	1,128	\$4,823,296	\$4,384,890	\$3,345,242	\$3,814,321
Ward 6	1,728	741	\$3,445,212	\$2,819,305	\$2,482,607	\$2,718,654
Ward 7	5,081	1,989	\$7,319,140	\$6,170,472	\$5,072,598	\$5,718,892
Ward 8	5,284	1,987	\$7,137,517	\$6,165,552	\$5,281,241	\$6,850,817
Unknown	2,509	1,763	\$19,409,620	\$12,469,493	\$5,964,157	\$6,177,394
<b>Total</b>	<b>21,136</b>	<b>9,213</b>	<b>\$50,902,640</b>	<b>\$39,395,552</b>	<b>\$27,271,002</b>	<b>\$31,270,358</b>

Source: DOES; Office of Labor Market Research and Performance

- Almost two-thirds (**62%**) of participants served through workforce development programs lived in the three Wards with the highest unemployment (Wards 5, 7 and 8).



No. of People



**Figure 1: Distribution of Employment for People Served by Ward**

Source: DOES; Office of Labor Market Research and Performance

- Participants living in Wards 5, 7 and 8 earned more than **\$66M** or 44% of all total wages in FY2020.
- Only 38% of individuals served in Wards 7 and 8 had employment during at least one quarter in FY2020.

**Table 4: Employment and Wages for People Served by Race and Ethnicity**

Race/Ethnicity	People Served		Wages			
Race/Ethnicity	Total	Employed	2019Q4	2020Q1	2020Q2	2020Q3
African American/Black	14,085	6,060	\$23,767,591	\$20,634,072	\$16,846,538	\$19,795,396
American Indian/Alaskan Native	159	79	\$321,628	\$285,197	\$209,544	\$221,529
Asian	158	93	\$1,112,703	\$890,672	\$379,757	\$406,821
Caucasian/White	516	309	\$2,999,769	\$2,096,389	\$1,321,958	\$1,446,288
Hawaiian/Other Pacific Islander	29	19	\$187,902	\$150,446	\$80,576	\$53,053
Hispanic/Latin oOrigin	158	46	\$67,784	\$81,901	\$55,467	\$75,807
N/A	3,386	2,422	\$22,088,069	\$14,895,987	\$8,083,178	\$8,906,772
Other	2,645	185	\$357,194	\$360,888	\$293,984	\$364,692
<b>Total</b>	<b>21,136</b>	<b>9,213</b>	<b>\$50,902,640</b>	<b>\$39,395,552</b>	<b>\$27,271,002</b>	<b>\$31,270,358</b>

Source: DOES; Office of Labor Market Research and Performance

- In FY2020, **67%** of individuals served through workforce development programs were African American/Black and only 2% were Caucasian/White.
- On the other hand, African American/Black individuals earned 54% of total FY20 earnings of all participants.
- Only **43%** of African American/Black individuals served had verified employment in the District, and they earned more than **\$81M** in FY2020 (\$81,043,597).

**Table 5: Employment and Wages for People Served by Sex**

Gender	People Served		Total Wages Earned (Calendar Year)			
Sex	Total	Employed	2019Q4	2020Q1	2020Q2	2020Q3
Female	11,101	5,039	\$26,874,518	\$21,035,544	\$14,261,273	\$15,605,777
Male	10,012	4,167	\$23,953,524	\$18,353,125	\$13,005,849	\$15,661,653
Information not provided	23	7	\$74,598	\$6,883	\$3,880	\$2,928
<b>Total</b>	<b>21,136</b>	<b>9,213</b>	<b>\$50,902,640</b>	<b>\$39,395,552</b>	<b>\$27,271,002</b>	<b>\$31,270,358</b>

Source: DOES; Office of Labor Market Research and Performance

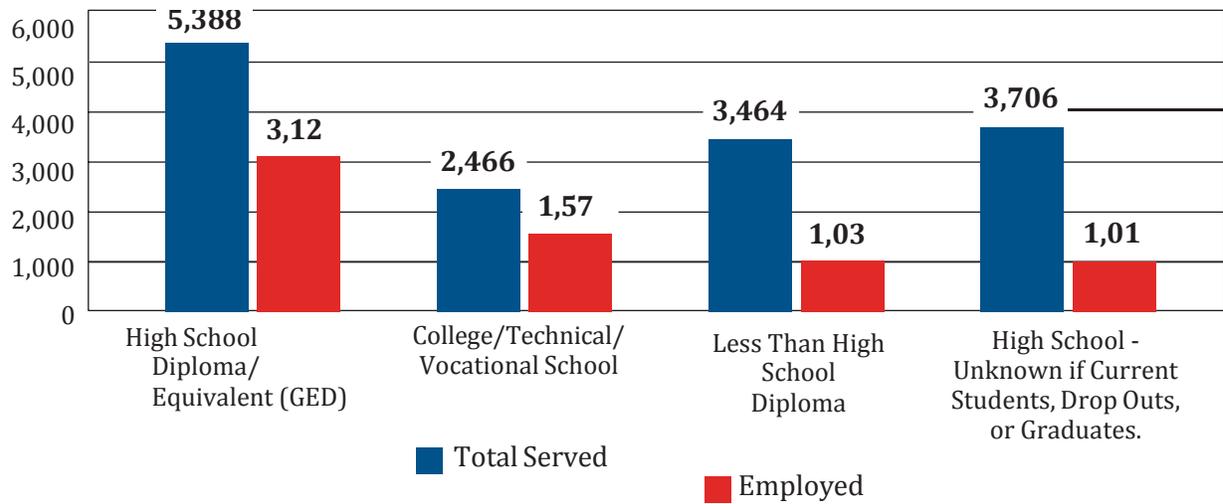
- Females represented more than **52%** of participants served in FY2020 through workforce development programs, and males represented more than **47%**.
- In FY2020, the total amount of wages earned by female participants (\$77,777,112) was **higher** than the total amount of wages earned by male participants (\$70,974,151).
- The greater total amount of wages earned by female participants in FY2020 compared to males was the result of a **greater number of female participants employed** in FY2020 (+872 individuals).
- The average wage earned in FY2020 by employed female participants (\$15,435) was **less** than the average wage earned by employed male participants (\$17,032).

**Table 6: Employment and Wages for People Served by Educational Attainment**

Education Level	People Served		Total Wages Earned			
Education Level	Total	Employed	2019Q4	2020Q1	2020Q2	2020Q3
Associate Degree	4	1			\$112	
Bachelor's Degree & Higher	9	2	\$28,814	\$27,894	\$30,894	\$24,536
Certificate of Attendance/ Completion (Disabled Individuals)	1					
College Student	112	54	\$205,316	\$186,484	\$216,323	\$221,685
College/ Technical/ Vocational School	2,466	1,576	\$8,994,010	\$7,348,216	\$4,365,082	\$4,721,492
High School-Unknownif Current Students, Drop Outs, or Graduates	3,706	1,012	\$1,610,198	\$1,655,279	\$1,442,024	\$1,877,414
High School Diploma/ Equivalent (GED)	5,388	3,126	\$14,216,202	\$11,664,136	\$8,253,754	\$8,907,228
Information Not Available	5,986	2,407	\$21,505,463	\$15,045,265	\$10,870,669	\$13,110,909
Less Than High School Diploma	3,464	1,035	\$4,342,637	\$3,468,278	\$2,092,144	\$2,407,094
<b>Total</b>	<b>21,136</b>	<b>9,213</b>	<b>\$50,902,640</b>	<b>\$39,395,552</b>	<b>\$27,271,002</b>	<b>\$31,270,358</b>

Source: DOES; Office of Labor Market Research and Performance

- **Fifty-nine percent** of all participants served through workforce development had a High School Diploma or less.
- In total, participants with a High School Diploma or less earned almost **42%** of all earnings in FY2020.



**Figure 2: Distribution of Employment for People Served by Educational Attainment**

Source: DOES; Office of Labor Market Research and Performance

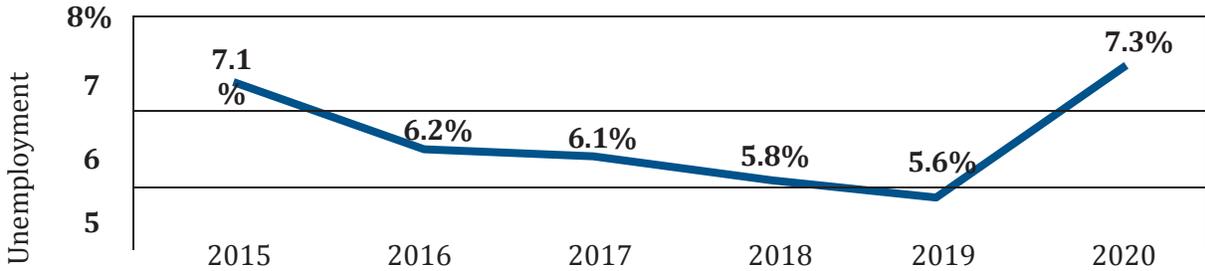




JORGE

# ECONOMIC SUPPLY AND DEMAND IN THE DISTRICT

### Employment Data



**Figure 3: Annual Average Unemployment Rate in the District**

Source: DOES - Office of Labor Market Research and Performance

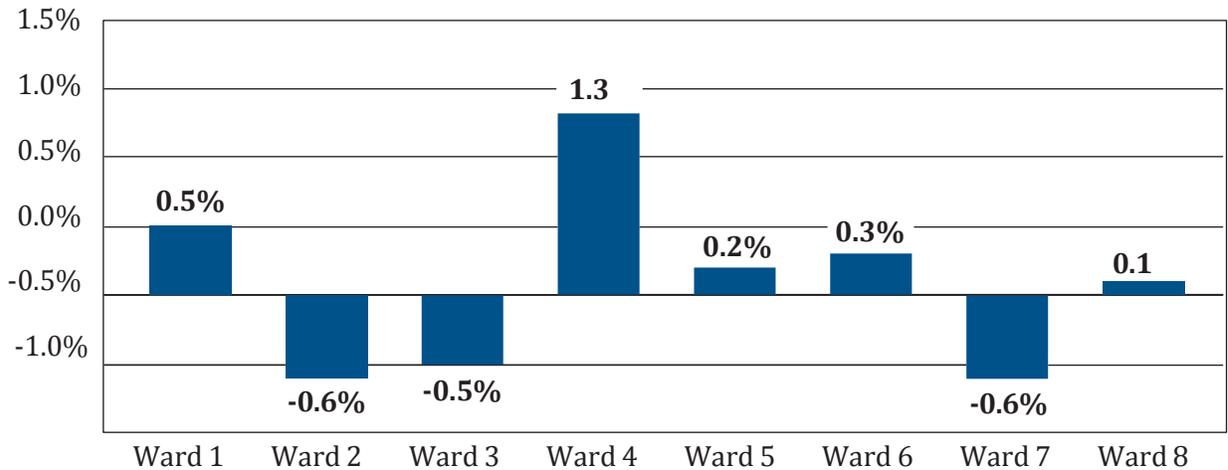
- From 2015 to 2020, the unemployment rate in the District increased by **0.2** percentage points (or **2.8%** decrease).

**Table 7: Annual Average Unemployment Rate in the District for FY2015 and FY2020**

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8
2015	5.2%	4.9%	4.6%	6.6%	9.0%	6.0%	12.3%	15.1%
2020	5.7%	4.3%	4.1%	7.9%	9.2%	6.3%	11.7%	15.2%
Variation	<b>0.5%</b>	<b>-0.6%</b>	<b>-0.5%</b>	<b>1.3%</b>	<b>0.2%</b>	<b>0.3%</b>	<b>-0.6%</b>	<b>0.1%</b>

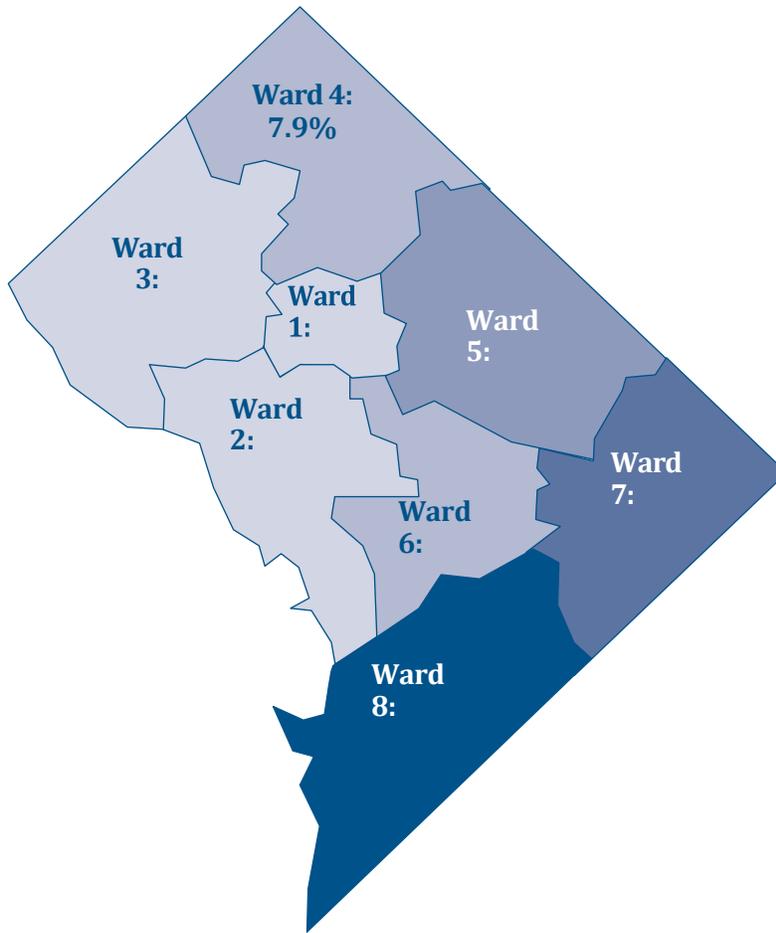
Source: DOES - Office of Labor Market Research and Performance

- The unemployment rate in Ward 7 and Ward 8 decreased by **0.6** percentage points (**4.9%** decrease) and increased by **0.1** percentage points (**1%** increase) respectively
- The unemployment rate in Ward 5 increased by **0.2** percentage points.



**Figure 4: Annual Average Change of Unemployment Rate in the District by Ward (FY2015 & FY2020)**

Source: DOES - Office of Labor Market Research and Performance



**Figure 5: Map of FY2020 Average Unemployment Rate in the District by Ward**

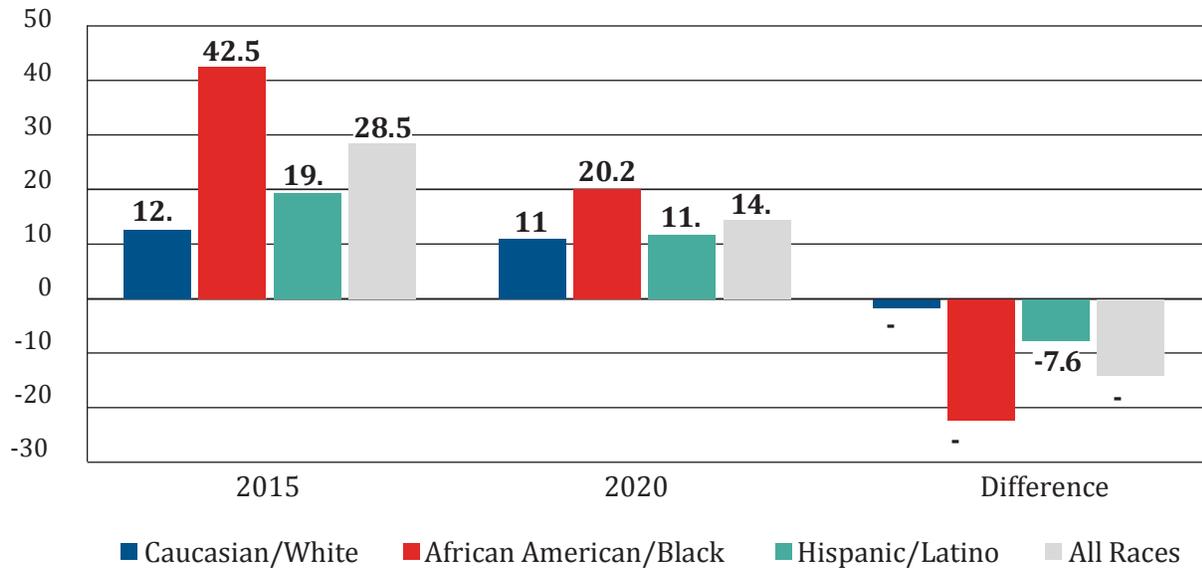
- FY2020, the lowest unemployment rate in the District was in Ward 3 (4.1%), and the highest was in Ward 8 (15.2%).

**Table 8: Unemployment Rate in the District by Race and Ethnicity**

Race	Unemployment Rate
All Races	7.2%
Caucasian/White	3.4%
African American/Black	13.9%
Hispanic/Latino Origin	8.7%

Source: Bureau of Labor Statistics; Current Population Survey

- In FY2020, the unemployment rate for African American/Black District residents (13.9%) was four times that of Caucasian/White residents (3.4%).



**Figure 6: Median Duration of Unemployment in the District for 2015 and 2020 (In weeks)**

Source: DOES - Office of Labor Market Research and Performance

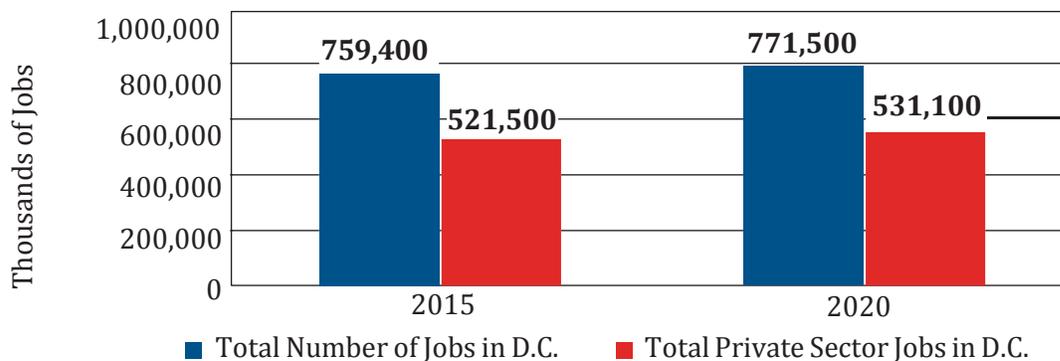
- The weekly median duration of unemployment for African American/Black residents decreased by **22.3 weeks** from FY2015 to FY2020.

**Table 9: Total Number of Jobs and Private Sector Jobs in the District**

Year	Number of Jobs	Number of Private Sector Jobs
2015	759,400	521,500
2020	771,500	531,100
Difference (2015-2020)	12,100	9,600

Source: DOES - Office of Labor Market Research and Performance

- The share of private sector jobs in the District stayed constant at 69% from FY2015 to FY2020.



**Figure 9: Total Number of Jobs and Private Sector Jobs in the District**

Source: DOES - Office of Labor Market Research and Performance

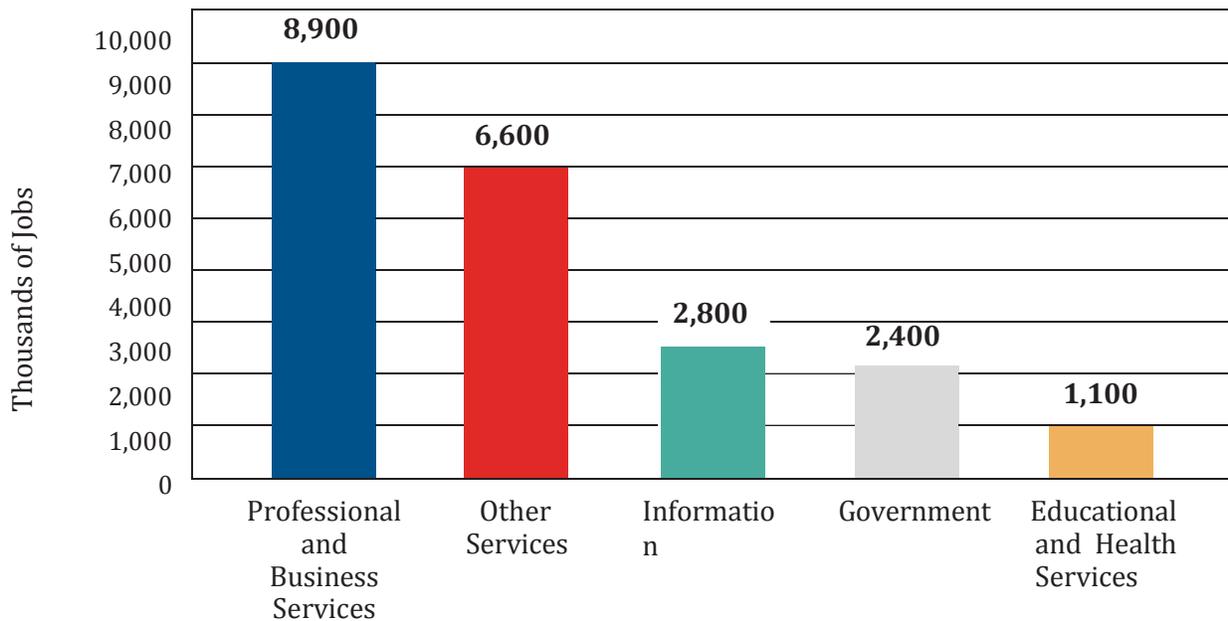
- From 2015 to 2020, the number of jobs in the District increased by **12,100** and the number of private sector jobs increased by **9,600**.

**Table 10: Top 5 Industries with the Highest Employment Increase in the District from 2015 to 2020**

Industry	FY2015	FY2020	Variation
Professional and Business Services	160,600	169,500	<b>8,900</b>
Other Services	70,900	77,400	<b>6,600</b>
Information	17,100	19,900	<b>2,800</b>
Government	238,000	240,400	<b>2,400</b>
Education and Health Services	123,900	125,000	<b>1,100</b>

Source: DOES - Office of Labor Market Research and Performance

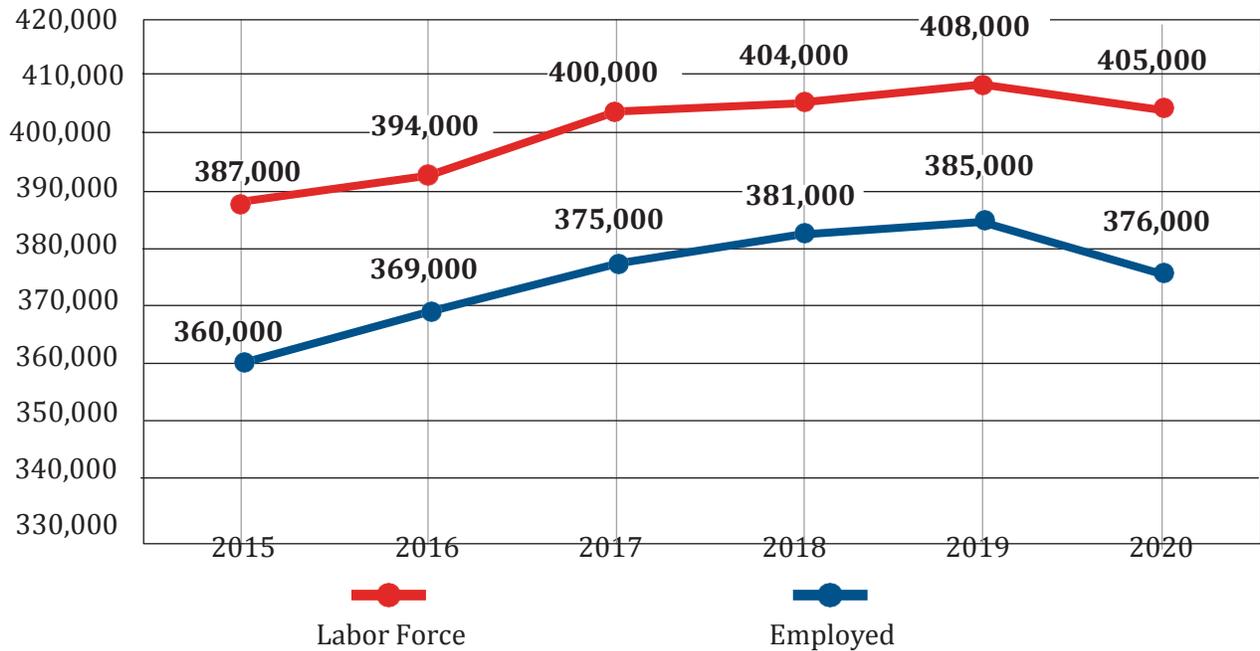
- Professional and Business Services, had the highest employment increase by industry with **8,900** since FY2015.



**Figure 7: Top 5 Sectors with the Highest Employment Increase in the District (FY2015 to FY2020)**

Source: DOES - Office of Labor Market Research and Performance

- Educational and Health Services industry added **1,100 new jobs** between FY2015 and FY2020.



**Figure 8: Employed District Residents (2015-2020)**

Source: DOES - Office of Labor Market Research and Performance

- From FY2015 to FY2020, the labor force increased by **5%** which leads to a labor force participation rate of **69.9%** in 2020.
- From FY2015 to FY2020, total number of District residents that were employed increased by **16,000** or **4%**.

**Table 11: Private Sector by Establishments, Size Class**

Quarterly Establishments				
Size Class	2017Q1	2018Q1	2019Q1	2020Q1
All sizes	38,777	39,013	39,678	41,852
Fewer than 5	26,980	26,865	27,375	29,453
5 to 9	4,287	4,382	4,376	4,355
10 to 19	3,148	3,178	3,252	3,311
20 to 49	2,528	2,690	2,748	2,790
50 to 99	958	974	1,008	1,006
100 to 249	594	648	639	659
250 to 499	195	188	191	192
500 to 999	56	58	57	58
1000 or more	31	30	32	28

Source: Quarterly Census of Employment and Wages - Bureau of Labor Statistics

- In 2020, almost **89%** of all private sector businesses had less than 20 employees, and slightly more than **95%** of them had less than 50 employees.

**Table 12: Average Employment by Size Class for Private Sector**

Average Employment				
Size Class	2017Q1	2018Q1	2019Q1	2020Q1
All sizes	515,311	528,089	532,617	541,562
Fewer than 5	29,823	31,154	31,445	33,360
5 to 9	27,855	28,536	28,544	28,608
10 to 19	42,860	42,976	44,035	45,280
20 to 49	76,627	81,184	82,611	85,002
50 to 99	65,349	66,552	68,719	69,068
100 to 249	89,418	98,388	95,809	99,564
250 to 499	65,607	63,267	64,562	65,564
500 to 999	38,350	39,411	38,050	39,656
1000 or more	79,423	76,621	78,843	75,461

Source: Quarterly Census of Employment and Wages - Bureau of Labor Statistics

- Despite this saturation, businesses with less than 20 employees represent less than **20%** of the private sector workforce and wages paid in the District during the period.

**Table 13: Total Quarterly Wages by Establishment and Size Class for Private Sector**

Total Quarterly Wages				
Size Class	2017Q1	2018Q1	2019Q1	2020Q1
All sizes	\$11,745,697,676	\$12,263,484,733	\$12,804,572,142	\$13,598,921,331
Fewer than 5	\$699,906,863	\$740,884,688	\$750,951,600	\$811,871,603
5 to 9	\$634,122,020	\$660,414,652	\$689,534,404	\$718,123,636
10 to 19	\$956,241,510	\$1,006,350,541	\$1,038,598,273	\$1,085,554,797
20 to 49	\$1,619,819,094	\$1,802,877,614	\$1,903,723,218	\$2,054,128,137
50 to 99	\$1,518,100,726	\$1,504,480,905	\$1,594,402,956	\$1,609,987,834
100 to 249	\$2,239,779,897	\$2,365,625,722	\$2,449,202,276	\$2,681,563,295
250 to 499	\$1,522,857,011	\$1,569,222,999	\$1,569,996,088	\$1,653,270,826
500 to 999	\$874,532,406	\$939,777,304	\$1,032,559,914	\$1,250,071,375
1000 or more	\$1,680,338,149	\$1,673,850,308	\$1,775,603,413	\$1,734,349,828

Source: Quarterly Census of Employment and Wages - Bureau of Labor Statistics

- Total wages paid by the private sector in first quarter of 2020 increased by more than **\$1.8B** since the first quarter of 2017.
- Small businesses with less than 20 employees paid more than **\$2.6B** in wages in the first quarter of 2020.
- Almost **\$13.6B** of wages were paid by the private sector in the District in the first quarter of 2020.



**Table 14: Top 5 Job Openings in the District (Average Monthly Unique Job Postings)**

Occupation	Avg. Monthly Postings (Oct 2019 - Sep 2020)	Annual Median Wages
Software Developers and Software Quality Assurance Analysts and Testers	5,023	\$117,130
Computer Occupations, All Other	3,491	\$119,000
Registered Nurses	2,880	\$91,470
Management Analysts	2,702	\$103,420
Information Security Analysts	2,683	\$118,740

Source: DOES - Office of Labor Market Research and Performance

- The highest in-demand occupations are Software Developers and Software Quality Assurance Analysts and Testers, with an average monthly opening of **5,023 in FY2020**.

**Table 15: Top 5 Job Openings Requiring Less Than Bachelor's Degree in D.C.**

Occupation	Average Monthly Postings (Oct 2019 - Sep 2020)	Annual Median Wages
Computer User Support Specialists	2,075	\$68,240
Web Developers and Digital Interface Designers	1,451	\$82,640
First-Line Supervisors of Office and Administrative Support Workers	1,296	\$75,220
Executive Secretaries and Executive Administrative Assistants	965	\$72,590
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	963	\$49,240

Source: DOES - Office of Labor Market Research and Performance

- The highest in-demand occupation requiring less than a Bachelor's degree is Computer User Support Specialist with an average monthly opening of **2,075 in FY2020**

## Labor Market Demand in the District

**Table 16: Top 25 Job Postings by Occupation**

Occupation	Average Monthly Postings 2020	Education	Annual Median Wage
Software Developers and Software Quality Assurance Analysts and Testers	5,023	Bachelor's degree	\$117,130
Computer Occupations, All Other	3,491	Bachelor's degree	\$119,000
Registered Nurses	2,880	Bachelor's degree	\$91,470
Management Analysts	2,702	Bachelor's degree	\$103,420
Information Security Analysts	2,683	Bachelor's degree	\$118,740
Network and Computer Systems Administrators	2,529	Bachelor's degree	\$99,070
Computer User Support Specialists	2,075	Some college, no degree	\$68,240
Public Relations and Fundraising Managers	2,039	Bachelor's degree	\$169,600
Marketing Managers	1,951	Bachelor's degree	\$153,340
Computer Systems Analysts	1,936	Bachelor's degree	\$107,250
Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and Managers, All Other	1,851	Bachelor's degree	\$141,330
Lawyers	1,720	Doctoral or professional degree	\$164,210
Accountants and Auditors	1,548	Bachelor's degree	\$97,420
Sales Managers	1,483	Bachelor's degree	\$130,440
Web Developers and Digital Interface Designers	1,451	Associate's degree	\$82,640
First-Line Supervisors of Office and Administrative Support Workers	1,296	High school diploma or equivalent	\$75,220
Project Management Specialists and Business Operations Specialists, all Other	1,283	Bachelor's degree	\$96,970
Public Relations Specialists	1,218	Bachelor's degree	\$93,080
Computer and Information Systems Managers	1,127	Bachelor's degree	\$164,200
Financial Managers	1,115	Bachelor's degree	\$155,560
Market Research Analysts and Marketing Specialists	1,035	Bachelor's degree	\$75,400
Executive Secretaries and Executive Administrative Assistants	965	High school diploma or equivalent	\$72,590
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	963	High school diploma or equivalent	\$49,240
Customer Service Representatives	907	High school diploma or equivalent	\$42,650
General and Operations Managers	835	Bachelor's degree	\$143,780

Source: DOES - Office of Labor Market Research and Performance; EMSI

- There were more than **1.81 million** total job postings in the District for Fiscal Year 2020, of which more than **464,317** were unique.
- **76%** of the top 25 job postings in the District in Fiscal Year 2020 required a Bachelor’s degree and above.

## Labor Market Supply in the District

**Table 17: Unemployment Rate by Educational Attainment Level (Population 25 years and Over)**

Educational Attainment	Unemployment Rate
Less Than a High School Diploma	18.6
High School Graduates, No College <sup>1</sup>	18.4
Some College or Associate Degree	12.5
Bachelor’s Degree and Higher <sup>2</sup>	3.0

<sup>1</sup>Includes persons with a high school diploma or equivalent

<sup>2</sup> Includes person with bachelor’s, master’s, professional and doctoral degreesSource: DOES - Office of Labor Market Research and Performance

- Only **3%** of District residents who have a Bachelor’s degree and higher are unemployed. Therefore, there is a large unemployment rate gap based on educational attainment level in the District labor market.



## Labor Market Demand and Supply Ratio in the District

**Table 18: 2019 Labor Market Supply and Demand**

Description	Average Monthly Job Postings (Demand)	2020 Unemployment & DC Networks Candidates (Supply)	Ratio (Demand / Supply)
Management Occupations	15,456	790	19.6
Business and Financial Operations Occupations	10,133	426	23.8
Computer and Mathematical Occupations	21,050	476	44.2
Architecture and Engineering Occupations	2,700	75	36
Life, Physical, and Social Science Occupations	1,242	123	10.1
Community and Social Service Occupations	1,538	195	7.9
Legal Occupations	2,445	124	19.7
Educational Instruction and Library Occupations	2,003	166	12.1
Arts, Design, Entertainment, Sports, and Media Occupations	3,331	280	11.9
Healthcare Practitioners and Technical Occupations	6,802	148	46
Healthcare Support Occupations	1,212	186	6.5
Protective Service Occupations	1,318	222	5.9
Food Preparation and Serving Related Occupations	2,052	322	6.4
Building and Grounds Cleaning and Maintenance Occupations	678	165	4.1
Personal Care and Service Occupations	908	107	8.5
Sales and Related Occupations	4,764	288	16.5
Office and Administrative Support Occupations	6,749	1,483	4.6
Construction and Extraction Occupations	853	222	3.8
Installation, Maintenance, and Repair Occupations	1,701	153	11.1
Production Occupations	802	70	11.5
Transportation and Material Moving Occupations	2,036	357	5.7
Military-only occupations	18	6	3
Unclassified Occupation	6,565	377	17.4

Source: DOES - Office of Labor Market Research and Performance

- **Healthcare Practitioners and Technical Occupations** have the highest ratio of demand and supply (i.e. has more jobs in demand than candidates available to fill those jobs in the District). Computer and Mathematical Occupations, which include IT related occupations, have the second highest ratio of demand and supply.
- **Military-only Occupations** have the lowest ratio of demand and supply (i.e. there are more candidates than jobs available). Construction and Extraction Occupations have the second lowest ratio of demand and supply.

## WIOA Performance Outcomes

Table 19 below contains the Program Year 2019 WIOA Annual Performance results for the Adult, Dislocated Worker, Youth, and Wagner-Peyser (WP) programs. The report reflects the Employment and Training Administration (ETA) Negotiated Standards, the DOES actual performance, and the percent of the negotiated standard DOES achieved.

**Table 19: PY2019 WIOA Annual Performance (July 2019 to June 2020)**

PY2019 WIOA Annual Performance				
District of Columbia - DOES		ETA Negotiated Standard	PY2019 Annual Performance	% of Standard Achieved
<b>Performance Measure</b>				
Participants Served (7/1/2019 - 6/30/2020)	Adults	N/A	<b>1802</b>	N/A
	Dislocated Workers	N/A	<b>461</b>	N/A
	Youth	N/A	<b>659</b>	N/A
	WP	N/A	<b>8,786</b>	N/A
Employment Rate-2nd quarter after exit (7/1/2018 - 6/30/2019)	Adults	65.0%	<b>71.1%</b>	<b>100%</b>
	Dislocated Workers	67.0%	<b>76.5%</b>	<b>100%</b>
	Youth	54.0%	<b>61.6%</b>	<b>100%</b>
	WP	54.0%	<b>57.4%</b>	<b>100%</b>
Employment Rate: 4 <sup>th</sup> Quarter after exit (1/1/2018 - 12/31/2018)	Adults	68.0%	<b>72.2%</b>	<b>100%</b>
	Dislocated Workers	68.0%	<b>70.8%</b>	<b>100%</b>
	Youth	46.0%	<b>65.5%</b>	<b>100%</b>
	WP	79.0%	<b>61.7%</b>	<b>78%</b>
Median Earnings (7/1/2018 - 6/30/2019))	Adults	\$5,725	<b>\$6,699</b>	<b>100%</b>
	Dislocated Workers	\$7,500	<b>\$7,566</b>	<b>100%</b>
	Youth	Baseline	<b>\$3,241</b>	N/A
	WP	\$5,200	<b>\$6,050</b>	<b>100%</b>
Credential Attainment Rate (1/1/2018 - 12/31/2018))	Adult	60.0%	<b>36.8%</b>	<b>61%</b>
	Dislocated Workers	60.0%	<b>32.4%</b>	<b>54%</b>
	Youth	52.0%	<b>64.2%</b>	<b>100%</b>
Measurable Skills Gain (7/1/2019 - 6/30/2020))	Adult	Baseline	<b>69.9%</b>	N/A
	Dislocated Workers	Baseline	<b>80.6%</b>	N/A
	Youth	Baseline	<b>34.8%</b>	N/A
<b>Legend</b>	<b>Exceeded the Standard</b>	<b>Met 90% of Standard</b>	<b>Did not meet 90% of Standard</b>	

# LOOKING FORWARD



## CONCLUSION

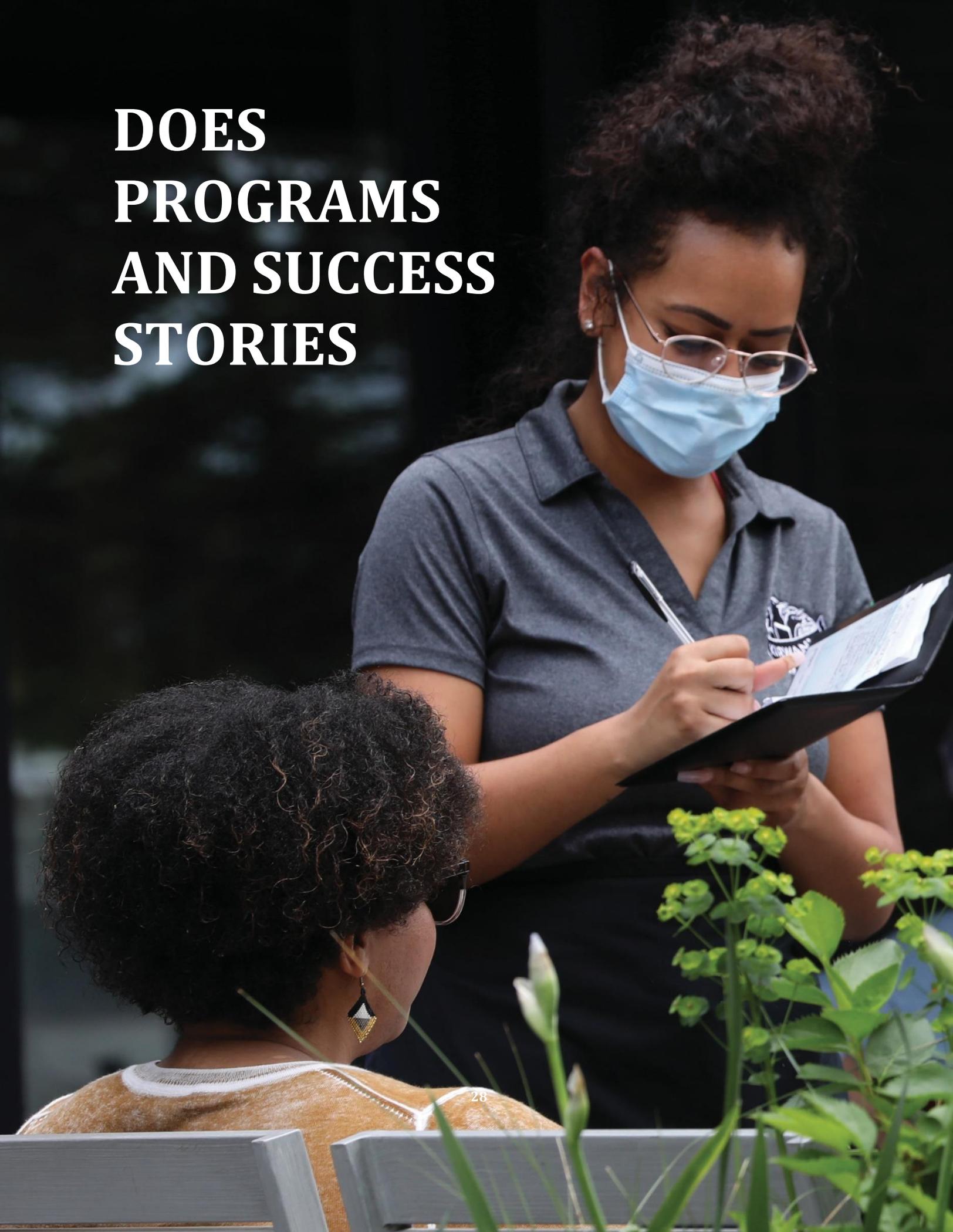
In March 2020, when the District of Columbia suffered its first confirmed cases of coronavirus, the Bowser Administration acted quickly, declaring a state of emergency and public health emergency along with issuing several orders to limit the spread of the virus. The administration's quick actions saved the lives of many District residents. Like every other state in the nation, the District had to adapt to a new way of serving customers and conducting business.

The Department of Employment Services' professionals transitioned to a remote-access environment, with staff teleworking and using technology to assist clients and conduct work activities. New trainings were developed to assist customers and staff with the new virtual environment because in-person services were replaced with virtual services. Whether assisting customers in person or virtually, the DOES has continued to make employment services a top priority.

Despite the challenges FY2020 provided, the DOES commitment to District residents was demonstrated by several of the agency's accomplishments. The DOES launched a successful Paid Family Leave Program; The MBSYEP was 100% virtual, for the first time ever, and served more than 9,000 participants; Unemployment claims increased over 300%, from the previous year, resulting in close to 2 billion dollars in unemployment benefits distributed since March 2020, and the Reemployment Services and Eligibility Assessment (RESEA) program went completely virtual in May 2020. The DOES provided more than 63,000 services to over 21,000 residents, many of whom came through the doors of an American Job Center (AJC) and were connected to job training programs or employment opportunities. DOES' customers have generated almost \$150 million in wages during FY2020 and nearly \$600 million over the last three fiscal years. Since Mayor Bowser has taken office in January 2015, the unemployment rate in the District has dropped each fiscal year until FY2020, with FY2019 being the lowest at 5.6%. The FY2020 unemployment rate of 7.3% is .2 percentage points higher than the January 2015 rate of 7.1%. Despite the slight increase in the FY2015 - FY2020 unemployment rate, there were three Wards that showed decreases over that period, Wards 2, 3 and 7. In Ward 2 the unemployment rate decreased by .6%, in Ward 3 by .5%, and by .6% in Ward 7. The total number of District residents that are employed has increased by 16,000, while the total number of jobs in the District increased by over 12,000 from 2015 to 2020.

The District will certainly face some serious challenges in recovering from the economic impact of the pandemic. Many businesses closed and many workers left the labor force or were unemployed for long periods in 2020. With the strong leadership and vision of DOES Director Dr. Morris-Hughes, DOES embraces the challenge of connecting residents to sustainable high paying careers. The economic recovery of the District will need to be a collaborative effort among all community partners. As the Director stated in her Vision Forward Plan, "Leveraging the strengths of our workforce partners, which include community-based organizations, educational institutions, training providers, government agencies and other stakeholders, is the key to the success of our plan." The strategic partnerships that the Director mentioned will ensure that in FY2021 the District is agile and innovative in its response to unemployment.

# DOES PROGRAMS AND SUCCESS STORIES



## Customer Navigation Center (CNC)

The Department of Employment Services Customer Navigation Center (CNC) is a centralized communication facility that is used for the purpose of receiving and/or transmitting a large volume of customer requests by telephone, e-mail correspondence, and web chat services.

### For More Information

DOES.onestop@dc.gov, doescnccampaigns@dc.gov, and CNC.UI@dc.gov

## The Office of Youth Programs (OYP)

The Office of Youth Programs (OYP) develops and administers workforce development programs for District youth ages 14 to 24. OYP provides occupational skills training, work experience, academic enrichment and life skills training to facilitate the development of work habits and skills that are essential for success in the workplace. The following programs are currently being offered through the Office of Youth Programs.

- **The Marion S. Barry Summer Youth Employment Program (MBSYEP)**
- **MBSYEP - Opportunity Scholarship (MOS)**
- **The Marion Barry Youth Leadership Institute (MBYLI)**
- **The Youth Innovations Grants (YIG):**
- **High School Internship Program (HSIP):**
- **The Pathways for Young Adults Program (PYAP)**
- **Youth Earn & Learn Program (YEALP):**

### For More Information

youthjobs@dc.gov

## The Marion S. Barry Summer Youth Employment Program (MBSYEP)

The Marion S. Barry Summer Youth Employment Program (MBSYEP) provides District youth ages 14 to 24 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.

Employers in the Washington, D.C. metropolitan area make this annual program possible by volunteering to serve as Host Employers and providing structured job opportunities for youth during the summer.

### For More Information

summerjobs@dc.gov

## MBSYEP - Mayor's Opportunity Scholarship (MOS)

The Executive Office of the Mayor has partnered with the Department of Employment Services, Office of Youth Programs to pilot the Mayor's Opportunity Scholarship. Through the Mayor's Opportunity Scholarship, DOES seeks to support the post-secondary endeavors of participants in the Marion S. Barry Summer Youth Employment Program (MBSYEP).

### For More Information

mos.oyp@dc.gov

## **Jobs for Veterans State Grants (JVSG):**

The Jobs for Veterans State Grants (JVSG) program provides federal funding, through a formula grant, to 54 State Workforce Agencies (SWAs) to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans.

### **For More information**

does@dc.gov

## **Reemployment Services and Eligibility Assessment (RESEA):**

The Reemployment Services and Eligibility Assessment (RESEA) program addresses the individual reemployment needs of individuals receiving unemployment insurance compensation and works to detect and prevent improper unemployment insurance (UI) payments. RESEA participants are active job seekers and UCX (ex-service members) who are receiving UI benefits. Program services include enrollment in the states' Job Bank, one-on-one coaching for developing an individual reemployment plan that includes work search activities and assessment for UI benefit eligibility.

### **For More information**

does@dc.gov

## **Marion Barry Youth Leadership Institute (MBYLI):**

The Marion Barry Youth Leadership Institute was founded in 1979 as a year-round program to train young Washingtonians in the concepts of leadership and self-development. The program's training model emphasizes practical, hands-on experience and a holistic approach to developing leaders for the 21st century.

### **For More Information**

mbyli@dc.gov

## **The Youth Innovations Grants (YIG):**

The Youth Innovations Grants program provides District youth ages 14 to 24 with enriching, non-traditional, fast track work experiences through subsidized placements which explore post-secondary education preparation and entrepreneurial training options.

### **For More Information**

youthjobs@dc.gov

## **High School Internship Program (HSIP):**

The High School Internship Program serves high school seniors in the District who are between the ages of 14 and 21. The program provides participants with structured internships and individualized assistance to successfully obtain a high school diploma and secure full-time, unsubsidized employment, or to enroll in a post-secondary education or an advanced training program upon completion of the program.

### **For More Information**

youthjobs@dc.gov

## **The Pathways for Young Adults Program (PYAP):**

The Pathways for Young Adults Program is designed to assist out-of-school and out-of-work District residents ages 18 to 24 by combining occupational training, life skills development and work readiness instructions to connect them back to the world of work successfully. The three areas of occupational training include: Allied Health, Administrative Services and Basic IT/Admin.

### **For More Information**

youthjobs@dc.gov

## **Youth Earn & Learn Program (YEALP):**

The Youth Earn & Learn Program provides District youth, ages 16 to 24, who are not enrolled in school, unemployed, and facing significant barriers support towards obtaining their secondary school credential or GED and employment.

### **For More Information**

youthjobs@dc.gov

## **Office of Unemployment Insurance (UI)**

The Office of Unemployment Compensation (OUC), also referred to as Unemployment Insurance (UI) Office, serves claimants and employers of more than 30,000 businesses in and around the District of Columbia.

### **For More Information**

does@dc.gov

## **American Job Center (AJC):**

The American Job Center offers job-seekers, students, businesses and career professionals access to a comprehensive array of employment-related services and tools in one convenient location. Through the American Job Center, residents can utilize resources such as career counseling, career planning, resume assistance, direct job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation and much more. The Department of Employment Services, supported with resources from the District government and the US Department of Labor, operates centers that are strategically located and accessible throughout the District.

### **For More Information**

does@dc.gov

## **Office of Apprenticeship, Information and Training (OAIT):**

The Office of Apprenticeship, Information and Training is responsible for administering the District's Apprenticeship program and the enforcement of DC Law 2-156 and the federal Davis-Bacon and Related Acts (DBRA) on District-funded projects. These services include recruiting and enrolling apprentices; registering employers as apprenticeship sponsors; and providing oversight, technical assistance, and monitoring to ensure compliance with federal and state laws. Apprenticeship is a comprehensive training program that combines on-the-job learning experiences with supplemental job-related classroom instruction.

### **For More Information**

does@dc.gov

## Office of Talent and Client Services (TCS)

The Office of Talent and Client Services offers businesses in the Washington, D.C. region a variety of complimentary services to help meet the workforce development needs of the employer. A team of professionals deliver employment and training services that grow employer business and talent acquisition; candidate pre-screening; targeted hiring events; and access to DCNetworks through a virtual job board, which serves as a virtual recruiting tool where businesses can post job descriptions, view resumes, and candidate qualifications.

### For More Information

[bsg@dc.gov](mailto:bsg@dc.gov)

## Workforce Opportunity Tax Credit (WOTC)

The Workforce Opportunity Tax Credit is a federally-funded program that reduces the federal tax liability of private-for-profit employers hiring new employees from selected target groups who have consistently had difficulty obtaining or maintaining employment. Tax credit amounts vary and are based on a percentage of wages paid to, and hours worked by, properly certified employees.

### For More Information

[talent@dc.gov](mailto:talent@dc.gov)

## Workforce on Wheels (WOW)

Workforce on Wheels is the cutting-edge mobile outreach team of the Department of Employment Services. The Workforce on Wheels team is dispatched to various communities across the District to address the needs of District youth and residents. Commissioned to serve constituents in under-served communities, the Workforce on Wheels team brings the resources and services of the American Job Center to neighborhoods where access is often limited.

### For More Information

[workforceonwheels.does@dc.gov](mailto:workforceonwheels.does@dc.gov)

## Rapid Response

Rapid Response services are performed by state and local workforce development agencies in partnership with local American Job Centers. The Rapid Response team responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.

### For More Information

[does@dc.gov](mailto:does@dc.gov)

## Office of Paid Family Leave (OPFL)

The mission of the Office of Paid Family Leave is to plan, develop, and administer a paid leave program for the District of Columbia under the provisions of the Universal Paid Leave Amendment Act of 2016. The Paid Leave Act provides up to eight weeks of parental leave to bond with a new child, six weeks of family leave to care for an ill family member with a serious health condition, and two weeks of medical leave to care for one's own serious health condition. On July 1, 2019, the

District began the collection of taxes from employers and on July 1, 2020, the District began administering paid leave benefits.

For inquiries regarding the Paid Family Leave program, please contact the Office of Paid Family Leave.

**For More Information**

does.opfl@dc.go

## **Project Empowerment**

Project Empowerment provides job readiness and life skills training, work experience, job search assistance and a variety of supportive services to District residents who face multiple barriers to employment.

**For More Information**

projectempowerment@dc.gov

## **DC Career Connections**

DC Career Connections provides young adults ages 20 to 24 the opportunity to earn as they learn while providing the support they need to be empowered and connected to rewarding career opportunities.

**For More Information**

dccareerconnections@dc.gov

## **Senior Community Service Employment Program (SCSEP)**

The Senior Community Service Employment Program is a program to help older Americans get back into or remain active in the workforce. It is a part-time community service and work-based training program where participants gain career skills through on-the-job training in community-based organizations in identified growth industries.

**For More Information**

workforcebureau.does@dc.gov

## **Learn, Earn, Advance, Prosper (L.E.A.P.)**

L.E.A.P. is a network of interconnected District partners working together to refer, train, support, and employ residents in District jobs. Through extensive coordination of efforts, District government agencies, educational organizations, community partners, and employers leverage their resources to provide L.E.A.P. participants with paid on-the-job work experience at District agencies for up to one year. Individuals in the program earn wages, accumulate work experience, and obtain stackable credentials toward an obtainable career pathway.

**For More Information**

leap.does@dc.gov

## **Administrative Hearings Division, Office of Hearings and Adjudication**

The Administrative Hearings Division conducts formal administrative hearings under the D.C. Workers' Compensation Act of 1979, as amended, D.C. Code §32-1501 et seq.

### **For More Information**

does.ahd@dc.gov

## **Office of Wage-Hour (OWH)**

The Office of Wage-Hour conducts compliance audits and may recover back wages for employees who have not been paid under D.C. wage laws, either administratively or through court action. Wage-Hour Compliance involves enforcing the wage laws of the District of Columbia.

### **For More Information**

owh.ask@dc.gov

## **Office of Occupational Safety and Health (OSH)**

The Office of Occupational Safety and Health conducts worksite visits within the District of Columbia to assure compliance with Federal Occupational Safety and Health Administration (OSHA) Standards. The visits are at the request of the prime contractor or small business representative that wants a voluntary review of their worksite, review their written programs or request training on a given safety and/or health subject.

### **For More Information**

does@dc.gov

## **Office of Workers' Compensation (OWC)**

The Office of Workers' Compensation provides services to employees of the private sector who sustain work-related injuries and/or suffer job-related illnesses/ diseases during the performance of their duty.

### **For More Information**

owc@dc.gov

## **Compensation Review Board (CRB)**

The Compensation Review Board provides administrative appellate review of private-sector workers' compensation claims decided by the Department of Employment Services' Administrative Hearings Division and the Office of Workers' Compensation, including appeals from Special Fund decisions and public-sector disability claims decided by the District of Columbia Office of Administrative Hearings. The Compensation Review Board also makes the initial agency decision upon receiving a case remand from the D.C. Court of Appeals.

### **For More Information**

does.crb@dc.gov

## Labor Market Research and Performance

The Labor Market Research and Performance Unit provides businesses with relevant labor market, economic, and demographic data, such as employment and wages, unemployment rates, and population trends to help businesses gain a more competitive advantage in the labor market.

### For More Information

[lmi.does@dc.gov](mailto:lmi.does@dc.gov)

## Office of First Source Compliance

Workforce Intermediary Establishment and Reform of the First Source Amendment Act of 2011, effective February 24, 2012 (D.C. Law 19-84).

The First Source Law requires all beneficiaries of contractual agreements totaling \$300,000 or more to enter into a First Source Employment Agreement with the Department of Employment Services.

For more than 30 years, First Source has been one of the driving forces in the District's strategy to reduce unemployment by ensuring that D.C. residents receive priority consideration for new jobs created by local government-assisted projects or contracts.

### For More Information

[firstsource@dc.gov](mailto:firstsource@dc.gov)

## On-the-Job Training Program

On-the-Job training is a program in which employers have an opportunity to train, mentor and hire candidates who are not fully proficient in a particular skillset or job function. Through the On-the-Job Training model, candidates receive the hands-on training necessary to increase their skills, knowledge, and capacity to perform the designated job function. OJT ensures unemployed and underemployed jobseekers have a chance to enter/re-enter the workforce through an earn while you learn model. This streamlined approach allows employers to be reimbursed up to 75 percent of an established wage rate in exchange for the training provided to participating candidates for up to six months

### For More Information

[ojt@dc.gov](mailto:ojt@dc.gov)

## District of Columbia Infrastructure Academy (DCIA)

The District of Columbia Infrastructure Academy (DCIA) is a key initiative of Mayor Muriel Bowser's Administration, led by the Department of Employment Services (DOES). Infrastructure is one of the fastest growing industries in the country. DOES opened the academy as a way to meet the need for skilled infrastructure professionals in the District of Columbia. Opened in March of 2018, DCIA coordinates, trains, screens, and recruits residents to fulfill the workforce needs of the infrastructure industry with leading employers in these high-demand fields; energy and utilities, transportation, and information technology. DCIA is located at 2330 Pomeroy Road, Southeast in the Anacostia neighborhood in Ward 8.

### For More Information

[DCIA@dc.gov](mailto:DCIA@dc.gov)

## SUCCESS STORIES

### American Job Centers

A customer was working as a cab driver and enjoyed driving but deep down he knew he wanted to increase his income. He had heard that the WIOA program could pay for CDL training and he took off from work to go to the American Job Center to find out more information. He was able to be enrolled in WIOA and was sent to CDL training at 1st CDL of NOVA. After a delay due to the pandemic, he was able to obtain his CDL Class A in September 2020. Since that time, he has started his own transportation company. The customer shared the following message about his experience,

*"I really appreciate you! If not for you I should not complete my training and have job now. You assisted me on your lunch break by understanding my desperation to support my family. If I didn't have this job I might be homeless by now with my family. I will be creating 4 job opportunities by end of March."*



### American Job Centers

A customer visited the American Job Center during the month of July 2019. The customer expressed an interest in receiving career services to include occupational skills training in a CompTIA Security+ training program offered through the Vets Group. The WDS supported the customer's goals by conducting a career assessment, individual training plan and an Objective Assessment Summary to determine suitability for training. As a result of the program assessment, the customer was enrolled into training, and successfully obtained a certification in CompTIA Security+. The customer was extremely determined and committed to securing a full-time position to support his family. The WDS supported the customer's goals with consistent resources, job leads and employer referrals. As a result of the customer's efforts and dedication, the customer landed a position as a Lead Investigator @ \$76,126 annually for the Department of Health. The customer's effective date of hire was on August 31, 2020. Commentary/email by the customer-

*“Dear staff, what an amazing year I have had working with you on finding employment. From the day we first met, I was confident that we would succeed. I was excited when I enrolled in the CompTIA Security+ program at the VETS Academy. After I successfully acquired my certification, I was ready to take on the world. Then the coronavirus hit, and my job opportunities dried up like autumn leaves. We communicated throughout the shutdown. I remained hopeful and optimistic, and finally, you sent that fateful email that included an opportunity to help keep DC healthy as a Lead Investigator on the Contact Tracing Force. I dreamt of the day I could say goodbye to my previous job, and I had a goal to do so earlier this year. I kept the faith even though it was waning, and it has paid off. You are immensely professional, compassionate, empathetic, and affable. Without you, I would never have had this opportunity. I am truly thankful. Continue doing what you do best. Be safe”.*

## **RESEA/AJC**

A customer was a Dislocated Worker, referred by RESEA who was enrolled in WIOA on June 17, 2019. The customer worked with WDS staff to create an employment plan to obtain full-time employment as an Economist. The customer successfully completed PMP training 9/13/19. The customer was hired by Customs & Border Protection, U.S. Department of Homeland Security as a full-time Economist earning \$52.00 per hour. The customer began work on Dec 1, 2019.

## **DC Career Connections (DCCC)**

A customer participated in Run Hope Work’s Apprenticeship program from August 2019-December 2019. He received certifications in Flooring, Drywall and Glazing. In February 2020, the customer was offered a full-time position at Ruppert Landscaping as a Crew Member earning \$15.25 per hour.

## **Jobs for Veterans State Grant (JVSG)**

A customer was present for the biweekly orientation at the Veteran Center that is co-located with the Department of Veteran Affairs Vocational Rehabilitation and Employment Program (VR&E). As the Intensive Service Coordinator for the DC Area, staff provided a detailed overview of services available at the American Job Centers and an introduction to Labor Market Information (LMI).

The staff met one on one with the customer immediately after orientation on February 18, 2020 and discussed ways to improve his employability and provide detailed feedback on the Federal Hiring Process and the Federal Resume. The customer’s resume and areas of interest were also provided to Local Veterans’ Employment Representative (LVER) for further assistance with connecting with employers. He applied recommendations made to his resume and started to increase the number of applications submitted for federal employment.

The customer was hired and began work on November 9, 2020 with Centers for Disease Control as an IT Specialist GS 13 with a salary of \$125k per year. He was very appreciative of the advice, feedback (especially federal resumes), and positivity provided by the DOES Veteran Staff.

Email from the customer below:

*Good morning staff*

*How are you? Thank you for your email. I wanted to let you know that I am now employed. So for now, I’m off the market.*

*I appreciate all the help that you and Mike have provided me.*

*Thank you! I am working with CDC in Atlanta. My job title is "IT Specialist"GS-13. Current salary is \$125k/year. I started with CDC November 9th, 2020.*

## **Talent And Client Services (TCS)**

DC Department of Employment Services' Office of Talent and Client Services has facilitated more than 25 virtual recruitment events during the global coronavirus pandemic. Our team has worked in close collaboration with other District agencies, employers, and community stakeholders to ensure the continuity of employment opportunities for District residents during this unprecedented time.

These efforts have resulted in over 150 DC residents being connected to employment.

## **On-the-Job Training:**

The past 12 months have been challenging for everyone during this global pandemic. The workforce was hit hard, and some OJT employers had to lay off employees. Thankfully, some candidates were not only able to gain employment during the pandemic but were also able to be retained. One employer had tried to hire through the OJT program well over a year earlier but due to unforeseen issues could not participate until recently. In December of 2019, JLAN Solutions hired their first OJT participant only to realize that she would soon have to be out for maternity leave. By providing clear OJT expectations for long-term opportunities, the employer created a plan of action to temporarily backfill her position and shift the replacement into another role once the mother-to-be returned. I worked with the employer to ensure that there would not be a gap in service by having the replacement start as soon as the new mom went out. Prior to her returning to work we developed a training plan modification to adjust for her time away. Around that same time, during the Summer of 2020, the employer expressed an interest in hiring an OJT for the finance department. They were willing to take someone with little skill and train them up to expectation. All three customers have completed their training period, mastered their training plan objective and are all retained with JLAN Solutions.



## DC Infrastructure Academy

### Pepco

The Pepco program has successfully graduated and employed 40 participants between FY19 and FY20 where the participants gained employment either with Pepco or its sub-contractors. This is a great feat as the Pepco program is a rigorous program where participants must be District residents 21 years of age or older. Participants interested in the Pepco program must have a high school diploma or a GED and pass a pre-employment check that includes: a criminal background check; driving record history; a drug screening; an initial interview; and a physical abilities test, which is new to the program. The new, physical abilities test requires participants to carry a 50 pound kettle ball for 20 feet, and participants must be able to both lower and raise a 30 pound kettle ball before entering the program.

### Washington Gas

The Washington Gas program is DCIA's newest program meeting the needs of District residents. The Washington Gas program offers District residents the ability to create a pathway to the middle class by training for positions in the utilities sector. The training program was scheduled to launch on March 16th, a week after DCIA operations were suspended due to the COVID pandemic. During this time, the leadership at Washington Gas and DCIA were faced with many complex challenges that involved keeping the trainees engaged, standing up a labor-intensive program virtually, providing technological access for remote learning and ensuring that each graduate had an opportunity to interview with an employer upon program completion. A total of thirteen District residents enrolled in the program. The cohort graduated all thirteen participants with eight of the participants gaining employment, a 62% success rate for a program that was faced with the challenge of a pandemic. The Office of Talent and Client Services worked closely with Washington Gas to engage twenty-two employer partners to interview program participants for potential jobs. Following interviews, 90% percent of the cohort who engaged in hiring events received a job offer. One participant received six jobs offers!



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